

Achieving for Children Community Interest Company

The Windham Croft Centre

Inspection summary

CQC carried out an inspection of this care service on 12 February 2016. This is a summary of what we found.

Overall rating for this service	Good ●
Is the service safe?	Good ●
Is the service effective?	Good ●
Is the service caring?	Good ●
Is the service responsive?	Good ●
Is the service well-led?	Good ●

This was an announced inspection that took place on 12 February 2016.

The Windham Croft Centre provides short break domiciliary care for children 0-18 who have learning disabilities, autistic spectrum disorder or a physical disability. The service is run jointly by the London Boroughs of Richmond and Kingston upon Thames.

There was a registered manager in post. A registered manager is a person who has registered with the Care Quality Commission to manage the service. Like registered providers, they are 'registered persons'. Registered persons have legal responsibility for meeting the requirements in the Health and Social Care Act and associated Regulations about how the service is run.

This was the first inspection since registration. At this inspection the agency met the regulations inspected against.

Due to the communication challenges presented to children and young people when being interviewed by telephone, the views of their parents were sought. Parents said the service provided was the type that they and their children needed and that it met their expectations. The designated tasks were carried out in the way they wished. People felt safe, particularly with well-established support workers and thought the staff team and organisation really cared. They thought the service provided was safe, effective, caring, responsive and well led.

The agency kept records that were up to date and covered all aspects of the care and support received. The information was clearly recorded, fully completed, and regularly reviewed. This enabled staff to perform their duties appropriately.

Staff knew about the children and young people they provided a service for, the way they liked to be supported and worked together as a team when required. Staff conducted themselves in a professional and friendly way that was focussed on the individual and their needs. They were trained, knowledgeable and accessible to the children and young people using the service and their parents. Staff thought the organisation was a good one to work for and they enjoyed their work. They had access to good training and support.

Parents said they were able to discuss health and other needs with the agency, staff and had agreed information passed on to GPs and other community based health professionals, if required. Staff gave advice about healthy food options and balanced diets if requested by parents.

The agency staff knew about the Mental Capacity Act and their responsibilities regarding it.

Parents said they were comfortable approaching the manager and management team who were responsive, encouraged feedback from them and monitored and assessed the quality of the service provided.

You can ask your care service for the full report, or find it on our website at www.cqc.org.uk or by telephoning 03000 616161